

Appendix J: Management & Support Internal Performance Measures

Office of Administration and Resources Management (OARM)

Office of Administration

By 2004, EPA will achieve a 16 percent energy consumption reduction from 1990 in its 21 laboratories, which is in line to meet the 2005 requirement of a 20 percent reduction from 1990. This external reported measure includes Green Power purchases.

Office of Grants and Debarments (OGD)

OGD uses numerous internal measures to monitor performance, such as the following:

- By 2005, EPA will improve the quality, effectiveness, and efficiency of assistance management by (1) increasing grant competition; (2) strengthening grant oversight; and (3) ensuring timely grant closeout. Specific performance measures include:
 - percentage of new grants to nonprofit recipients subject to the EPA Grants Competition Order that are competed;
 - percentage of active recipients who receive advanced monitoring (on-site and off-site evaluative reviews);
 - percentage of eligible FY 2003 grants closed out; and
 - percentage of eligible FY 2004 grants closed out.

Office of Human Resources and Organizational Services (OHROS)

OHROS's performance goals include:

- Strengthen EPA's human capital management to address the challenges included in the President's Management Agenda. Specific performance measures include:
 - percentage of reduction of identified current and future skill gaps in mission-critical occupations;
 - percentage of performance appraisals for Agency employees that link to the Agency's mission; and
 - number of Senior Executive Service (SES) Candidate Development Program graduates placed in SES positions.

OHROS also uses customer service measures to measure performance. Areas and examples include:

- Personnel Transactions
—recruit individuals within 43 days
- Headquarters Benefit Services
—financial planning retirement within 15 workdays for those retiring within 1–2 years

Office of Administrative Services (OAS)

OAS uses customer service measures of performance. They include:

- Building Maintenance and Repair
—Call back customer within 24 hours of initial service call
—Plumbing/electrical repairs within 2 working days
—Respond to temperature problems within 1 hour
- Printing Services
—Respond within 24 hours via e-mail to customers requesting a status report on outside printing services
—Achieve 90 percent or greater customer satisfaction regarding printing services

Office of Acquisition Management (OAM)

OAM uses several customer service measures to monitor performance. Examples include:

- Simplified Acquisition Transactions
—Complete commodity actions of between \$25,000 and \$100,000 within 26 calendar days of initial request
—Complete service actions of between \$25,000 and \$100,000 within 45 calendar days of initial request

Office of the Chief Financial Officer (OCFO)

OCFO has the following performance measurement objective:

- Strengthen EPA's management services in support of the Agency's mission, while addressing the challenges included in the President's Management Agenda.
Specific measures include:
—Number of Agency offices using the workforce planning model, which identifies skills and competencies needed by the Agency for strategic recruitment, retention, and developmental training
—Percentage of total eligible service contracting dollars obligated as performance based in FY 2003

Office of Environmental Information (OEI)

Under the goal, Quality Environmental Information, OEI has the following objectives, sub-objectives, and annual performance goals (APGs):

Objective: Increase Availability of Quality Health and Environmental Information (1)

Sub-objective: Create Information Network for Data Exchange (8)

APG: Improve the quality, comparability, and availability of environmental data for sound environmental decision making through the Central Data Exchange.

Objective: Increase Availability of Quality Health and Environmental Information (1)

Sub-objective: Address Public Right-to-Know Needs (9)

APG: The increased use of TRI-ME will result in a total burden reduction of 5 percent for Reporting Year 2003 from Reporting Year 2002 levels.

Objective: Provide Access to Tools for Using Environmental Information (2)

Sub-objective: Develop Tools to Query Data and Provide Access to New Types of Data

APG: EPA increasingly uses environmental indicators to inform the public and manage for results.

Objective: Improve Agency Information Infrastructure and Security (3)

Sub-objective: Ensure Agency IT Services Meet Industry Standards (4)

APG: Manage Agency-wide information technology assets consistent with the Agency's multi-year strategic IRM plan (Enterprise Architecture) reflecting current Agency mission priorities and resources.

Objective: Improve Agency Information Infrastructure and Security (3)

Sub-objective: Secure Agency Data Against Known Likely Risks (5)

APG: The Office of Management and Budget reports that all EPA information systems meet/exceed established standards for security.